

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

February 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Application Request	1
AmeriMex Communications Corp. Total				1
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	1
		Billing	Bundled Services	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	5
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	13
		Billing	Toll Dispute	1
		Billing	Premise Visit Charges	1
		Billing	Out of Service Credit - OOS	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	14
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Discount Switched to Other Carrier	1
		Not Regulated - No Jurisdiction	Bill Adjustment	1
		Policy and Practices	Abusive Marketing	6
		Policy and Practices	Safety	2
		Policy and Practices	Robo Calls/ADAD	1
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	11
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	21
		Service	Refusal To Serve	2
AT&T California Total				93
CLC5002, IEC5002	AT&T Corp.	Billing	High Bill	1
		Billing	Other Charges	1
AT&T Corp. Total				2
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	1
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	High Bill	8
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Prepaid Phone Cards	1
		Billing	Bill Not Received	1
		Policy and Practices	Abusive Marketing	5
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Disconnection Non Payment	1
AT&T Mobility Total				29
CLC5335, IEC5335, IEC6018	CenturyLink	Billing	Other Charges	1
CenturyLink Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CLC6878, CLR6878, IEC6878	Charter	Billing	High Bill	1
		Service	Number Portability - Wireless or Landline	1
Charter Total				2
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Service	Delayed Orders/Missed Appointments	1
Comcast Digital Phone Total				5
CER4508	Comcast OTR1, LLC	Billing	Other Charges	3
		Service	Number Portability - Wireless or Landline	1
Comcast OTR1, LLC Total				4
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	1
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Service	Outage	1
Cox; Cox Communications; Cox Business Total				4
CER4308	CREDO; Working Assets Wireless	Billing	High Bill	1
		Billing	Other Charges	1
CREDO; Working Assets Wireless Total				2
CLC6096, IEC6096	Edison Carrier Solutions	Billing	Other Charges	1
Edison Carrier Solutions Total				1
IEC6676	FirstLink Communications	Billing	Other Charges	1
FirstLink Communications Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	4
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Premise Visit Charges	1
		Billing	Out of Service Credit - OOS	1
		Billing	Wildfires	1
		Lifeline	LLB Application Request	3
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	14
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	19
Frontier California, Inc. Total				69
CER4372	I-Wireless, LLC	Lifeline	LLB Federal Program/Equipment	2
I-Wireless, LLC Total				2
CER4442	Life Wireless	Lifeline	LLB Application Request	1
Life Wireless Total				1
CRTLLA	Lifeline Administrator	Billing	Slamming	1
Lifeline Administrator Total				1
CER1141, CLC6336, CLR6336, IEC6336, DVS1141	Powernet Global Communications	Billing	High Bill	1
Powernet Global Communications Total				1
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
Preferred Long Distance, Inc. Total				1
CLC7005, CLR7055, IER7055	Southern California Telephone Company	Billing	Disputed Customer of Record	1
Southern California Telephone Company Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Other Charges	5
		Billing	Payment Error	1
Sprint; Sprint PCS Total				6
CLC6996, IEC6996	Suddenlink Communications	Service	Outage	1
Suddenlink Communications Total				1
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Discount Switched to Other Carrier	2
		Lifeline	LLB Federal Program/Equipment	2
Surelink Mobile; TruConnect Total				4
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
		Lifeline	LLB Approved for Discount	1
TC Telephone, LLC; Horizon Cellular Total				2
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Service	Outage	1
Telepacific Communications Total				1
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Bundled Services	1
		Billing	High Bill	2
		Billing	Other Charges	1
		Billing	Slamming	1
		Billing	Bill Not Received	1
		Lifeline	LLB Approved for Discount	1
		Service	Outage	2
Time Warner Cable Total				9
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile)	Billing	Bill Adjustment	1
		Billing	High Bill	2
		Billing	Other Charges	3
		Billing	Payment Arrangements	1
		Service	Disconnected In Error	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				8
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink)	Billing	Other Charges	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
Lifeline	LLB Federal Program/Equipment	1		
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless) Total				6
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	2
		Billing	Other Charges	6
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	1
Verizon Wireless Total				16
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	8
Virgin Mobile; Assurance Wireless Total				16

Utility Code	Utility Name	Category	Subcategory	Count
DVS1491	Wave.Band, LLC	Billing	Other Charges	1
Wave.Band, LLC Total				1
CLC5553, IEC5553	XO Communications Services	Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
XO Communications Services Total				2
Grand Total				293

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.